

## ChatGPT Edu FAQ

### **What is ChatGPT Edu?**

ChatGPT is an artificial intelligence (AI) chatbot technology developed by OpenAI that can process natural human language and generate a response, enhancing personal productivity and can assist with teaching and learning activities. Chat GPT Edu is a specialized version of ChatGPT designed specifically for educational institutions. It is tailored to academic environments to make it particularly useful for educational purposes.

### **How do I, as a member of the CSU, get access to ChatGPT?**

Each CSU campus is developing a campus-specific deployment plan for ChatGPT. Please consult your university website for additional information or contact your university's Information Technology Services helpdesk.

### **Is ChatGPT Edu available for alumni or emeritus faculty?**

ChatGPT is available to current CSU students, faculty, and staff. Licensing was not purchased to cover alumni and emeritus faculty.

### **What ChatGPT features are included in the Edu plan?**

The Edu plan includes access to GPT-4o, advanced capabilities like data analytics, web browsing, document summarization, the ability to build and share custom GPTs, higher message limits, support for over 50 languages, and robust security and administrative controls.

### **Are there any limitations in the Edu plan?**

While the Edu plan offers extensive features, GPT-4o usage is limited to 10 messages every 5 hours although the user can switch to GPT-4o mini which allows for unlimited messages. The contract includes pricing to "step-up" that adjusts the GPT-4o use cap to that of other ChatGPT Edu plans at a rate still lower than other chat GPT Edu customers. Details for how to purchase this additional licensing are expected to be available around May 2025.

### **Does ChatGPT Edu include internet search capabilities?**

Yes, ChatGPT Edu includes web search, allowing users to access and retrieve up-to-date information from the internet to enhance their queries and research.

### **I have a paid ChatGPT license using my CSU email address. What do I do to change it to a CSU ChatGPT Edu account?**

Any existing content on a free or plus/enterprise plan will need to be migrated to ChatGPT Edu. Once the campus ChatGPT environment has a registered domain space (e.g. calstate.edu) associated with it, people will be prompted to move their data the next time they login. Anyone part way through the billing cycle on a person plan will automatically receive a prorated credit.

### **Why did the CSU purchase ChatGPT?**

The CSU's investment in AI tools will enable greater opportunities for our students and help prepare significant numbers of educated, responsible people to contribute to California's schools, economy, culture, and future. The CSU is committed to closing digital equity and accessibility gaps, providing access to high-quality AI tools to support academic achievement.

### **Is the CSU concerned about the downsides of AI technology?**

AI is not going away. It will become more and more prevalent, and the CSU must continue to prepare our students for the future in the face of new technology. This is an opportunity to lead in educational innovation, and the path forward includes working closely with faculty to navigate this new terrain for the benefit of our students and the broader academic community.

### **What governance and ethical guidelines are in place to ensure responsible use of ChatGPT?**

Existing CSU policies on privacy and responsible use have been/are being refined to reflect the use of AI. Ethical frameworks and usage guidelines have been drafted and will be made available for campuses to serve as a ready foundation for any campuses that do not already have their own frameworks and guidelines already developed. The CSU's GenAI Committee, comprised of key stakeholders and leaders, including representatives from the CSU's Faculty Senate, will develop and provide the ongoing guidance for AI in the CSU.

### **How is the CSU's data that is used when CSU community members use ChatGPT being protected?**

OpenAI's ChatGPT Edu agreement is tailored specifically for the CSU system to provide advanced AI capabilities for all employees and students while protecting CSU data. OpenAI does not use CSU workspace data to train its large language models. Additionally, the CSU ChatGPT Edu plan includes enterprise commercial data protection features like SAML Single Sign-On (SSO), domain verification, custom data retention windows, SOC 2 Type 2 compliance, and data encryption at rest and in transit.

### **How will the use of ChatGPT be monitored and violations enforced according to CSU policies?**

The CSU has a [policy on responsible use of technology resources](#), as well as existing [standards on student conduct](#) and defined [student conduct process](#) for addressing issues that may arise. The CSU will continue to update policies, procedures and guidelines as necessary to enable the safety of our community.

### **Does the CSU monitor users' usage within the platform?**

Individual user interactions and conversations with ChatGPT are not monitored. The CSU will only collect basic use statistics to understand the extent of adoption.

### **Will my information be used to train AI models?**

No. The CSU's agreement with OpenAI includes language that ensures your ChatGPT interactions and data are not used to train their underlying large language models or improve their services.

### **How does OpenAI ensure data privacy and security for educational institutions?**

One of the benefits of an enterprise agreement is that OpenAI commits to data privacy and security by ensuring that conversations and data are not used to train their models. The Edu plan includes commercial data protection features like SAML SSO, domain verification, custom data retention windows, SOC 2 Type 2 compliance, and data encryption at rest and in transit.

### **Can I create custom GPTs?**

Yes, the ChatGPT Edu plan allows institutions to build custom GPTs tailored to specific courses or administrative functions, which can be shared within campus workspace to enhance learning and operational efficiency. Custom GPTs require use of the GPT-4o model.

### **Can I use ChatGPT on my mobile devices?**

Yes, OpenAI provides applications for various platforms, including iOS, Android, Windows, and MacOS, ensuring that users can access ChatGPT across different devices. Additionally, the applications can be configured for platform specific integrations.

### **Where can I get help with learning to use ChatGPT right now?**

Self-paced learning resources are available below:

- [OpenAI, LLMs & ChatGPT \(05:34\)](#)
- [Multimodality Explained \(10:24\)](#)
- [Introduction to Prompt Engineering \(05:52\)](#)
- [Introduction to GPTs \(06:40\)](#)
- [ChatGPT Search \(05:43\)](#)
- [Advanced Prompt Engineering \(08:50\)](#)
- [ChatGPT for Data Analysis \(04:48\)](#)

Many AI learning resources are available in the [CSU AI Commons](#)

### **How long can I access ChatGPT?**

The CSU Chancellor's Office has signed an 18-month (February 2025 - July 2026) contract for ChatGPT with an option to extend the agreement.

### **How many licenses are available for CSU campuses?**

There are 500,000 user licenses available systemwide. These licenses were purchased to cover

employees and students only. Licenses are not intended for alumni; auxiliary; continuing education students, faculty, and staff; or other campus community members and partners.